**SHERINGHAM MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 13th March 2024**

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| **Present:** Janet Eastwood (Chair), Sue Cotterill, Mike Stephenson, Gordon Hare, Felicity Tomlinson, Elizabeth White, Sarah Childs, Freddie Stening, Adrian Vernoon, Pauline Craske (Practice Manager) (part)  **Apologies:**  Lesley Vernon, Susan Howard, Roz Treadway, Refiloe Joka-Serote. |

New member Paul Seaman welcomed.

**Minutes:** Read and accepted.

**Speaker – Alison Brennan- Founder and Chair Trustee of The Healing Harbour.**

Alison gave a very informative talk about her charity that she has set up to support those living with deteriorating health and their wider family and friends. She is connecting with people, other organisations and service providers to raise awareness , share learning and create a supportive compassionate community which responds to local community needs.

The PPG are going to look at supporting the work Alison is doing by helping to produce a directory. of local services, groups etc.

Contact details: email: [thehealingharbour22@gmail.com](mailto:thehealingharbour22@gmail.com)

**Matters arising**

**Action:**

* To review progress of information to be given to patients when having blood tests as to what is being tested and where to find results on the website.
* **Duncan Baker North Norfolk MP** is to attend September PPG meeting but to be kept informed of projects being undertaken.
* **EW** to give talk at April meeting.

**NHS App.**

* **MS** gave an update on progress.

Feedback on the workshop held on 21st February was very good. **SC** and **SH** attended from the group and they found it to be very useful. **SH** commented that for future workshops attendees should be warned to bring information such as NHS number, driving licence,

The NHS app has been recently updated with some improvements to navigating medication, appointments etc.

**GH** and **FT** voiced their concerns – reassured that those residents that do not have internet access or not wanting to have the app are not to be forgotten.

More workshops to be arranged.

**Practice Newsletter**

* PPG to restart the Newsletter with the surgery adding a page of information.

**Action:**

* To be reviewed at April meeting.

**Financial Update:**

* **SH** unable to attend meeting but update given to **JE.** As of 12th March finances stand at £798.97.
* **JE** reported the second hand book sales are going well in the waiting room but needing more books particularly children’s.

**Action:**

* Tesco to be approached regarding having a tombola sometime in the future.

**Feedback from meeting with Jhoots pharmacy on Friday 8th March**

* **PC, Dr Kate Forrest, JE, Duncan Baker** met with Charlie Jhooty at the Jhoots pharmacy based in the High Street.
* A lot of the issues and problems being experienced by patients, staff and local businesses were put to Mr. Jhooty. These problems included not answering emails and phone calls, minimal stock in shop, erratic opening hours, not providing dosset boxes, not responding to letters, poor communications with surgery and being understaffed.

**Action:**

* Follow up meeting arranged for Friday 5th April 2024.

**Local patient transport schemes:**

* No reported feedback about the leaflet received.

**Action:**

* Ongoing monthly review at next meeting

**Practice Matters:**

**PC** gave an update on practice matters:

* Meeting held with Jhoots Pharmacy on 8th March (see above) with Duncan Baker, Dr Kate Forrest, Craig Sexton, Janet Eastwood and herself. A lot of concerns were looked at with a plan formulated for Mr Charlie Jhoots to look at in the next four weeks. Date made for follow up meeting on 5th April.
* Meeting to be held on 19th March to look at progress of Care Home being built in the town.
* Closing practice 1-2pm everyday to allow staff to take breaks and make calls to patients. The phones will still be open for calls.
* Dr Clark’s patients being distributed across the existing clinicians. When new GP recruited to be moved back. Patients will be contacted by SMS, letter and make a note on the surgery website.

**Members Matters**

* **EW** suggested the idea of having videos on the surgery website particularly giving instructions to patients on various subjects. These could also be displayed in the waiting area.
* **JE** updated group on progress with the Angel Packs. Awaiting information back from several businesses/shops that have an outside defibrillator..

**Action:**

* **PC** and **MS** to assess viability of videos.
* **JE** and **SC** to visit all the .sites where Angel packs are situated.

**Next meeting is Wednesday 10th April 2024.**